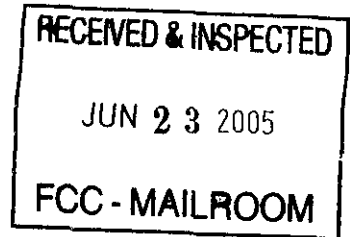


CGB

**OKLAHOMA TELEPHONE ASSOCIATION**

301 N.W. 63<sup>RD</sup> Street, Suite 410  
Oklahoma City, Oklahoma 73116  
(405) 840-1800  
Facsimile (405) 840-2377  
e-mail: ota@brightok.net



June 21, 2005

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington, DC 20554

RE: Complaint Log for Oklahoma – CG Docket No. 123

Dear Ms. Dortch:

Enclosed please find an original and four copies of the complaint log and an annual tally report for the period June 2004 to May 2005 for the State of Oklahoma. Also, enclosed is a diskette of the above.

If further information is needed, I can be reached at the above phone number and address.

Sincerely,

Kay Seymour  
Executive Vice President  
Oklahoma Telephone Association

Encl.



# Relay OK

## June 2004 - May 2005

RECEIVED & INSPECTED  
JUN 23 2005  
FCC - MAILROOM

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	1	1
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	1	0	0	1
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	1	0	0	0	0	1
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	1	0	1
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	1	0	0	0	1	2
#06	Poor Spelling	0	0	0	1	1	0	0	0	1	0	0	0	3
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	1	1	0	0	0	2
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	1	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	1	0	2	0	1	0	1	0	5
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	1	0	1
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	1	0	0	0	0	0	0	0	1	0	0	2
TOTAL		0	1	0	1	3	0	2	3	3	2	3	2	20

TECHNICAL COMPLAINTS												
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	1	0	0	1
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	1
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	1	0
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0
TOTAL												
		0	0	0	0	0	0	2	0	0	1	3

MISC COMPLAINTS												
#30	Rates	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0
TOTAL												
		0	0	0	0	0	0	0	0	0	0	0

<b>TOTAL CONTACT</b>	0	1	0	1	5	0	2	3	3	2	4	23
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# Complaint Tracking for OK (06/01/2004-05/31/2005). Total Customer Contacts: 23

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/06/05	CA had many typos and VCO user asked agent to type more accurately. Typing accuracy then got worse. Supervisor apologized for inconvenience and said would pass to immediate supervisor. Customer would like contact by phone number listed.	01/08/05	CA coached by supervisor on proper typing. Contact made 5/18/05. Customer was pleased to receive a call back, and glad the issue is resolved. Apologized to customer once again, and thanked them for their contact. No further communication necessary.
01/21/05	TTY customer stated that the CA stopped responding in the middle of his call. TTY assumed that the CA hung up. This occurred at about 6:38am. Apologized to the customer and said that the situation would be looked into. Customer did not want call back.	01/21/05	Met with CA who remembers a call ending abruptly on the TTY's part. Said that the TTY stopped typing in the middle of a sentence. Told the CA that if this happens again to bring it to the attention of a Team Leader as it may be a technical problem.
01/22/05	1/22/05 at 3:08 pm. Cust stated agent did not follow instructions, he said he told agent not to explain the call and she did not follow his instructions. I apologized for the inconvenience and assured this complaint would be passed onto the appropriate supv. Wants f/up to nbr listed.	01/28/05	Talked with agent, she stated the cust didn't say that until after she made the first call and the other person hung up. When she was told to redial, that was when he said not to explain the call, however, the outbound person kept hanging up after that. Agent is aware of the importance of following the VCO users instructions. 1/22/05  Called customer 1/24, 1/25 and 1/28 and unable to get in touch and no answering machine or address to follow up with customer.
02/06/05	Last night the voice person I was talking to constantly had the operator ask them to repeat what they said and everytime they asked to repeat the operator laughed. Apologized for the inconvenience. No follow up needed.	02/07/05	I spoke with the CA and she said she did not remember having a call as described. I explained to her that laughing on a call is a serious transparency break and she needs to make sure that she does not laugh while on calls. She said she understands.
02/06/05	The operator has horrible spelling - all of a sudden she slowed down her typing speed and customer had to ask to speed it up again and the operator went back to typing normal. Apologized for inconvenience. No follow up needed.	02/07/05	The agent only remembers slowing down the typing speed at a customers request. They were reminded of the importance of not making changes to the call without the customer's request.
02/10/05	Spelling was lousy and could not understand what CA was typing.	02/11/05	Agent said spelling was good on her end. Agent paid particular attention to spell because when the call came in the VCO user said agent she just had was a lousy speller and could not understand it so agent made sure spelling was good. Reviewed procedures with agent.
03/02/05	CA repeatedly asked VCO user for the number to dial without switching over to VCO to hear the repeated dialing instructions. "VCO User" was in customer notes. Inbound eventually disconnected.	03/14/05	CA talked to regarding proper VCO procedure and regarding Customer Notes.
03/21/05	OK VCO Customer called in asking for VCO. Customer Service told them to VCO now but they decided to type instead. Customer said agent goofed up the call till I am really mad about it. I tried 6 times to get her to give me the number I was dialing. I requested VCO when she would not connect me she told me she was hanging up for lack of response. Then she was able to hear me to connect me to your service. I am really mad cuz we have had a heavy rain and i have an enormous roof leak. I apologize to the customer. Customer did not want a follow up.	03/21/05	Talked to agent and she stated when the call came in the VCO was branded. However no one was talking, she then switched the line over to see if the VCO would type and didn't get a response there either. The agent then switched back over to the voice line and still did not get a response. At that time the agent typed this line will now be disconnected due to no response. 3/21/05.

04/08/05	A OK VCO customer called to say that when he received his call and he responded with "hi ga" several times he got no response from the caller and when he ask the agent what was wrong he got no response from the agent. RCS: Apologized for the handling of the call No contact requested	04/08/05	Agent does not remember the call. However, the agent was reminded on the proper VCO procedures. The agent understands. The agent was also reminded of the consequences of purposely disconnecting customers without following Sprint's guidelines for disconnecting non-responsive calls.
04/15/05	OK voice caller gets relay calls often and complained the agent did not announce relay or identify by ID # and caller felt agent was rude. I apologized for the problem, and explained that possibly their caller had requested agent not to do this. Let them know I would inform the agent supervisor for follow up. No contact.	04/19/05	Met with agent stated she was instructed by TDD customer not to announce relay and she did exactly what she was supposed to do. No follow requested.
04/15/05	CA messed up on listening to my messages. I had 4 new messages and didn't get to listen to them and now tried with a different CA and they've been erased. Also I think the CA hung up on me. Apologized for the bad experience and said I would forward to the appropriate supervisor. Customer would like contact by phone number listed with results.	04/25/05	Closing ticket due to unable to contact customer after 3 attempts. 3rd attempt- 4/25/05 11:16am no answer or no ans mach to leave a message. 2nd attempt - 4/21/05 3:45 pm no answer or no ans mach to leave a message. 1st attempt to contact 4/20/05 1:10 pm no answer or no ans mach to leave a message.
04/21/05	OK voice customer calling from 580-658-1170 to 011-44-208-424-0591. She dialed Relay OK number 1 800 522-8506 and reached agent 9245F. When they out dialed they reached a recording that said "we are unable to process your call, pls call customer service" Supervisor tried to override the call but that would not work. Customer said she was able to make this call last week thru relay with no trouble. she is able to make the call with out relay. I apologized to the customer. Customer would like a follow up.	05/13/05	Unable to resolve since this may be a technical trouble with the customer's phone line. Tried to reach customer to inform them that a trouble ticket will be opened. When trying to reach the number, a recording came saying that the number is not in service. Number may have been written taken incorrectly.  Met with agent, she did remember the call, and stated that the customer was trying to place an international call but the system would not allow it to go thru. Agent followed all proper procedures, she even ask a supervisor for assistance, as the customer stated. Contacted customer, and mentioned to them that it may be a technical problem, but she stated that she would call us back so we could submit a trouble ticket at that time.
05/19/05	VCO said that he called into relay and the agent never acknowledged his call. He's been using the relay service for almost 2 - 2 1/2 years and has never experienced this before. Wants to know what happened and what's going on. What was said to the customer: I apologized to him and thanked him for bringing this to our attention and also let him know everything he said was documented and assured him the appropriate supervisor will notify him at their earliest convenience. Customer wants a follow up either by letter or phone.	05/26/05	Met with CA; CA said call "cycled" through the system 4 times; the CA could hear the VCO user breathing but the VCO user never spoke to her, that's why she could not process the call; CA did inform the VCO user "Due to no response the CA is disconnecting the call" then CA accidentally hit the F1 key instead of the Escape Key. Coached CA on getting a supervisor to disconnect the call, especially since she could hear him breathing. Follow up letter mailed on 5/26
05/24/05	VCO customer called in at 406a to state that the previous operator disconnected his call. Apologized for the inconvenience. Would like follow up on the resolution.	05/24/05	Met with agent, did not remember the call. Informed agent on the severity of hanging up on a customer, which can lead up to termination. Customer was contacted regarding resolution.
07/11/04	Customer complained of threatening messages being left on her answering machine. She said she doesn't know anyone that is deaf. She wanted the relay to block her number from receiving calls from this person. I apologized for the problem. I explained what the relay is and does and that we don't keep records of calls made. I suggested she call her local phone company to see if they would be able to help her. I also gave her Sprint's customer service number. She would like a call back.	07/24/04	Called customer and apologized that someone was misusing our service to harass her. Explained services and advised her to contact customer service if she decides to block relay calls.

09/22/04	Likes to call in to compliment CAs, but felt needed to call in about this CA because they couldn't spell anything.	09/22/04	Response: Thank you for bringing this to our attention. I will document this, and I apologize for the inconvenience
10/08/04	OK voice customer frustrated that he regularly dials 7-1-1 from his cingular wireless phone and reached a speech-to-speech agent instead of a regular relay agent. Customer would like a call back. Trouble Ticket # 2117005 entered.	06/09/05	Emailed Acct mgr for follow up.  Customer is branded as voice. Contacted Customer and told him that he will need to contact Cingular for troubleshooting. This appears to be a LEC transmission issue.
10/16/04	Stated that Relay operators are not properly trained to process calls when he says he's calling from a cell phone. He's a regular relay user and thinks that some operators are good but most are cold, impatient and uncaring. Doesn't like using relay and he doesn't like saying "Go Ahead" stated that it was obvious when he finished speaking. Would like a return call.	10/18/04	Complaint noted. No CA number given. Called 10/11/04-no answer. (9:45a); called 10/15/04-no answer (12:02p); called 10/28/04-no answer. (11:52a)
10/19/04	VCO customer complained about poor spelling by CA on some simple words. Gave several examples. Apologized and thanked the customer for taking the time to call.	10/19/04	Talked to the agent to slow down and take their time when typing. Pace the customer if necessary. Also use the backspace to make corrections.
10/27/04	TTY customer calling to complain about garbled messages. Apologized for the problem and entered a TT# 1002152241.	11/01/04	CA reminded to use proper keys up or down arrow for garbling issues.
10/30/04	I wanted to leave a Happy Birthday msg to my granddaughter and this agent simply could not get the job done even after 3 times. The agent needs more coaching on how to leave VCO voice messages. Thanked the customer for letting us know.	11/01/04	CA was coached on correct procedure leaving VCO voice messages.
12/07/04	Caller said agent was very rude saying "It my turn to talk, Don't Talk!" There were some clicks then operator hung up on customer.	06/01/05	Agent states they do not remember any call with this description and in no way would ever say something as described. Agent is also aware of the consequences of being rude and not following procedure regarding disconnecting a call.
12/09/04	Voice person complained that when he made a call to a tty user, he could hear the CA talking and laughing with another CA and the CA was mocking a deaf person's voice tone while dialing out and was unaware that the voice person could hear everything said while the phone was ringing. Voice person thought it was very inappropriate for a relay employee to be so disrespectful. CA 9646M	12/09/04	Internal Update Performed  Met with agent, but agent did not remember this call. Agent also stated he would not mock a deaf person, nor talk during a call. Let the agent know the severity of this complaint, and coached them to always maintain a professional image on every call, as well as courtesy.



# Relay OK

## June 2004 - May 2005

RECEIVED & INSPECTED  
JUN 23 2005  
FCC - MAILROOM

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	1	1
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	1	0	0	1
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	1	0	0	0	0	1
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	1	0	1
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	1	0	0	0	1	2
#06	Poor Spelling	0	0	0	1	1	0	0	0	1	0	0	0	3
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	1	1	0	0	0	2
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	1	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	1	0	2	0	1	0	1	0	5
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	1	0	1
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	1	0	0	0	0	0	0	0	1	0	0	2
TOTAL		0	1	0	1	3	0	2	3	3	2	3	2	20

TECHNICAL COMPLAINTS														
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	1	0	0	0	0	0	0	0	1
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
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#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	2	0	0	0	0	0	1	0	3

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#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL CONTACT	0	1	0	1	5	0	2	3	3	2	4	2	23
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04/15/05	OK voice caller gets relay calls often and complained the agent did not announce relay or identify by ID # and caller felt agent was rude. I apologized for the problem, and explained that possibly their caller had requested agent not to do this. Let them know I would inform the agent supervisor for follow up. No contact.	04/19/05	Met with agent stated she was instructed by TDD customer not to announce relay and she did exactly what she was supposed to do. No follow requested.
04/15/05	CA messed up on listening to my messages. I had 4 new messages and didn't get to listen to them and now tried with a different CA and they've been erased. Also I think the CA hung up on me. Apologized for the bad experience and said I would forward to the appropriate supervisor. Customer would like contact by phone number listed with results.	04/25/05	Closing ticket due to unable to contact customer after 3 attempts. 3rd attempt- 4/25/05 11:16am no answer or no ans mach to leave a message. 2nd attempt - 4/21/05 3:45 pm no answer or no ans mach to leave a message. 1st attempt to contact 4/20/05 1:10 pm no answer or no ans mach to leave a message.
04/21/05	OK voice customer calling from 580-658-1170 to 011-44-208-424-0591. She dialed Relay OK number 1 800 522-8506 and reached agent 9245F. When they out dialed they reached a recording that said "we are unable to process your call, pls call customer service." Supervisor tried to override the call but that would not work. Customer said she was able to make this call last week thru relay with no trouble, she is able to make the call with out relay. I apologized to the customer. Customer would like a follow up.	05/13/05	Unable to resolve since this may be a technical trouble with the customer's phone line. Tried to reach customer to inform them that a trouble ticket will be opened. When trying to reach the number, a recording came saying that the number is not in service. Number may have been written taken incorrectly.  Met with agent, she did remember the call, and stated that the customer was trying to place an international call but the system would not allow it to go thru. Agent followed all proper procedures, she even ask a supervisor for assistance, as the customer stated. Contacted customer, and mentioned to them that it may be a technical problem, but she stated that she would call us back so we could submit a trouble ticket at that time.
05/19/05	VCO said that he called into relay and the agent never acknowledged his call. He's been using the relay service for almost 2 - 2 1/2 years and has never experienced this before. Wants to know what happened and what's going on. What was said to the customer: I apologized to him and thanked him for bringing this to our attention and also let him know everything he said was documented and assured him the appropriate supervisor will notify him at their earliest convenience. Customer wants a follow up either by letter or phone.	05/25/05	Met with CA; CA said call "cycled" through the system 4 times; the CA could hear the VCO user breathing but the VCO user never spoke to her, that's why she could not process the call; CA did inform the VCO user "Due to no response the CA is disconnecting the call" then CA accidentally hit the F1 key instead of the Escape Key. Coached CA on getting a supervisor to disconnect the call, especially since she could hear him breathing. Follow up letter mailed on 5/26
05/24/05	VCO customer called in at 406a to state that the previous operator disconnected his call. Apologized for the inconvenience. Would like follow up on the resolution.	05/24/05	Met with agent, did not remember the call. Informed agent on the severity of hanging up on a customer, which can lead up to termination. Customer was contacted regarding resolution.
07/11/04	Customer complained of threatening messages being left on her answering machine. She said she doesn't know anyone that is deaf. She wanted the relay to block her number from receiving calls from this person. I apologized for the problem. I explained what the relay is and does and that we don't keep records of calls made. I suggested she call her local phone company to see if they would be able to help her. I also gave her Sprint's customer service number. She would like a call back.	07/24/04	Called customer and apologized that someone was misusing our service to harass her. Explained services and advised her to contact customer service if she decides to block relay calls.

09/22/04	Likes to call in to compliment CAs, but felt needed to call in about this CA because they couldn't spell anything.	09/22/04	Response: Thank you for bringing this to our attention. I will document this, and I apologize for the inconvenience
10/08/04	OK voice customer frustrated that he regularly dials 7-1-1 from his Cingular wireless phone and reached a speech-to-speech agent instead of a regular relay agent. Customer would like a call back. Trouble Ticket # 2117005 entered.	06/09/05	Emailed Act mgr for follow up.  Customer is branded as voice. Contacted Customer and told him that he will need to contact Cingular for troubleshooting. This appears to be a LEC transmission issue.
10/16/04	Stated that Relay operators are not properly trained to process calls when he says he's calling from a cell phone. He's a regular relay user and thinks that some operators are good but most are cold, impatient and uncaring. Doesn't like using relay and he doesn't like saying "Go Ahead" stated that it was obvious when he finished speaking. Would like a return call.	10/18/04	Complaint noted. No CA number given. Called 10/11/04-no answer. (9:45a); called 10/15/04-no answer (12:02p); called 10/28/04-no answer. (11:52a)
10/19/04	VCO customer complained about poor spelling by CA on some simple words. Gave several examples. Apologized and thanked the customer for taking the time to call.	10/19/04	Talked to the agent to slow down and take their time when typing. Pace the customer if necessary. Also use the backspace to make corrections.
10/27/04	TTY customer calling to complain about garbled messages. Apologized for the problem and entered a TT# 1002152241.	11/01/04	CA reminded to use proper keys up or down arrow for garbling issues.
10/30/04	I wanted to leave a Happy Birthday msg to my granddaughter and this agent simply could not get the job done even after 3 times. The agent needs more coaching on how to leave VCO voice messages. Thanked the customer for letting us know.	11/01/04	CA was coached on correct procedure leaving VCO voice messages.
12/07/04	Caller said agent was very rude saying "It my turn to talk. Don't Talk!" There were some clicks then operator hung up on customer.	06/01/05	Agent states they do not remember any call with this description and in no way would ever say something as described. Agent is also aware of the consequences of being rude and not following procedure regarding disconnecting a call.
12/09/04	Voice person complained that when he made a call to a ty user, he could hear the CA talking and laughing with another CA and the CA was mocking a deaf person's voice tone while dialing out and was unaware that the voice person could hear everything said while the phone was ringing. Voice person thought it was very inappropriate for a relay employee to be so disrespectful. CA 9646M	12/09/04	Internal Update Performed  Met with agent, but agent did not remember this call. Agent also stated he would not mock a deaf person, nor talk during a call. Let the agent know the severity of this complaint, and coached them to always maintain a professional image on every call, as well as courtesy.



# Relay OK

## June 2004 - May 2005

RECEIVED & INSPECTED  
JUN 23 2005  
FCC - MAILROOM

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	1	1
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	1	0	0	1
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	1	0	0	0	0	1
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	1	0	1
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	1	0	0	0	1	2
#06	Poor Spelling	0	0	0	1	1	0	0	0	1	0	0	0	3
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	1	1	0	0	0	2
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	1	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	1	0	2	0	1	0	1	0	5
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	1	0	1
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	1	0	0	0	0	0	0	0	1	0	0	2
TOTAL		0	1	0	1	3	0	2	3	3	2	3	2	20



**Complaint Tracking for OK (06/01/2004-05/31/2005). Total Customer Contacts: 23**

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/06/05	CA had many typos and VCO user asked agent to type more accurately. Typing accuracy then got worse. Supervisor apologized for inconvenience and said would pass to immediate supervisor. Customer would like contact by phone number listed.	01/08/05	CA coached by supervisor on proper typing. Contact made 5/18/05. Customer was pleased to receive a call back, and glad the issue is resolved. Apologized to customer once again, and thanked them for their contact. No further communication necessary.
01/21/05	TTY customer stated that the CA stopped responding in the middle of his call. TTY assumed that the CA hung up. This occurred at about 6:38am. Apologized to the customer and said that the situation would be looked into. Customer did not want call back.	01/21/05	Met with CA who remembers a call ending abruptly on the TTY's part. Said that the TTY stopped typing in the middle of a sentence. Told the CA that if this happens again to bring it to the attention of a Team Leader as it may be a technical problem.
01/22/05	1/22/05 at 3:08 pm. Cust stated agent did not follow instructions, he said he told agent not to explain the call and she did not follow his instructions. I apologized for the inconvenience and assured this complaint wld be passed onto the appropriate supv. Wants f/up to nbr listed.	01/28/05	Talked with agent, she stated the cust didn't say that until after she made the first call and the other person hung up. When she was told to redial, that was when he said not to explain the call, however, the outbound person kept hanging up after that. Agent is aware of the importance of following the VCO users instructions. 1/22/05  Called customer 1/24, 1/25 and 1/28 and unable to get in touch and no answering machine or address to follow up with customer.
02/06/05	Last night the voice person I was talking to constantly had the operator ask them to repeat what they said and everytime they asked to repeat the operator laughed. Apologized for the inconvenience. No follow up needed.	02/07/05	I spoke with the CA and she said she did not remember having a call as described. I explained to her that laughing on a call is a serious transparency break and she needs to make sure that she does not laugh while on calls. She said she understands.
02/06/05	The operator has horrible spelling - all of a sudden she slow4ed down her typing speed and customer had to ask to speed it up again and the operator went back to typing normal. Apologized for inconvenience. No follow up needed.	02/07/05	The agent only remembers slowing down the typing speed at a customers request. They were reminded of the importance of not making changes to the call without the customer's request.
02/10/05	Spelling was lousy and could not understand what CA was typing.	02/11/05	Agent said spelling was good on her end. Agent paid particular attention to spell because when the call came in the VCO user said agent she just had was a lousy speller and could not understand it so agent made sure spelling was good. Reviewed procedures with agent.
03/02/05	CA repeatedly asked VCO user for the number to dial without switching over to VCO to hear the repeated dialing instructions. "VCO User" was in customer notes. Inbound eventually disconnected.	03/14/05	CA talked to regarding proper VCO procedure and regarding Customer Notes.
03/21/05	OK VCO Customer called in asking for VCO. Customer Service told them to VCO now but they decided to type instead. Customer said agent goofed up the call till I am really mad about it. I tried 6 times to get her to give me the number i was dialing. I requested VCO when she would not connect me she told me she was hanging up for lack of response. Then she was able to hear me to connect me to your service. I am really mad cuz we have had a heavy rain and i have an enormous roof leak. I apologize to the customer. Customer did not want a follow up.	03/21/05	Talked to agent and she stated when the call came in the VCO was branded. However no one was talking, she then switched the line over to see if the VCO would type and didn't get a response there either. The agent then switched back over to the voice line and still did not get a response. At that time the agent typed this line will now be disconnected due to no response. 3/21/05.

04/08/05	A OK VCO customer called to say that when he received his call and he responded with "hi ga" several times he got no response from the caller and when he ask the agent what was wrong he got no response from the agent. RCS: Apologized for the handling of the call No contact requested	04/08/05	Agent does not remember the call. However, the agent was reminded on the proper VCO procedures. The agent understands. The agent was also reminded of the consequences of purposely disconnecting customers without following Sprint's guidelines for disconnecting non-responsive calls.
04/15/05	OK voice caller gets relay calls often and complained the agent did not announce relay or identify by ID # and caller felt agent was rude. I apologized for the problem, and explained that possibly their caller had requested agent not to do this. Let them know I would inform the agent supervisor for follow up. No contact.	04/19/05	Met with agent stated she was instructed by TDD customer not to announce relay and she did exactly what she was supposed to do. No follow requested.
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05/24/05	VCO customer called in at 406a to state that the previous operator disconnected his call. Apologized for the inconvenience. Would like follow up on the resolution.	05/24/05	Met with agent, did not remember the call. Informed agent on the severity of hanging up on a customer, which can lead up to termination. Customer was contacted regarding resolution.
07/11/04	Customer complained of threatening messages being left on her answering machine. She said she doesn't know anyone that is deaf. She wanted the relay to block her number from receiving calls from this person. I apologized for the problem. I explained what the relay is and does and that we don't keep records of calls made. I suggested she call her local phone company to see if they would be able to help her. I also gave her Sprint's customer service number. She would like a call back.	07/24/04	Called customer and apologized that someone was misusing our service to harass her. Explained services and advised her to contact customer service if she decides to block relay calls.

09/22/04	Likes to call in to compliment CAs, but felt needed to call in about this CA because they couldn't spell anything.	09/22/04	Response: Thank you for bringing this to our attention. I will document this, and I apologize for the inconvenience
10/08/04	OK voice customer frustrated that he regularly dials 7-1-1 from his cingular wireless phone and reached a speech-to-speech agent instead of a regular relay agent. Customer would like a call back. Trouble Ticket # 2117005 entered.	06/09/05	Emailed Acct mgr for follow up.  Customer is branded as voice. Contacted Customer and told him that he will need to contact Cingular for troubleshooting. This appears to be a LEC transmission issue.
10/16/04	Stated that Relay operators are not properly trained to process calls when he says he's calling from a cell phone. He's a regular relay user and thinks that some operators are good but most are cold, impatient and uncaring. Doesn't like using relay and he doesn't like saying "Go Ahead" stated that it was obvious when he finished speaking. Would like a return call.	10/18/04	Complaint noted. No CA number given. Called 10/11/04-no answer. (9:45a); called 10/15/04-no answer (12:02p); called 10/28/04-no answer. (11:52a)
10/19/04	VCO customer complained about poor spelling by CA on some simple words. Gave several examples. Apologized and thanked the customer for taking the time to call.	10/19/04	Talked to the agent to slow down and take their time when typing. Pace the customer if necessary. Also use the backspace to make corrections.
10/27/04	TTY customer calling to complain about garbled messages. Apologized for the problem and entered a TT# 1002152241.	11/01/04	CA reminded to use proper keys up or down arrow for garbling issues.
10/30/04	I wanted to leave a Happy Birthday msg to my granddaughter and this agent simply could not get the job done even after 3 times. The agent needs more coaching on how to leave VCO voice messages. Thanked the customer for letting us know.	11/01/04	CA was coached on correct procedure leaving VCO voice messages.
12/07/04	Caller said agent was very rude saying "It my turn to talk. Don't Talk!" There were some clicks then operator hung up on customer.	06/01/05	Agent states they do not remember any call with this description and in no way would ever say something as described. Agent is also aware of the consequences of being rude and not following procedure regarding disconnecting a call.
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# Relay OK

## June 2004 - May 2005

RECEIVED & INSPECTED  
JUN 23 2005  
FCC - MAILROOM

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	1	1
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	1	0	0	1
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	1	0	0	0	0	1
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	1	0	1
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	1	0	0	0	1	2
#06	Poor Spelling	0	0	0	1	1	0	0	0	1	0	0	0	3
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	1	1	0	0	0	2
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	1	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	1	0	2	0	1	0	1	0	5
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	1	0	1
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#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	1	0	0	0	0	0	0	0	1	0	0	2
TOTAL		0	1	0	1	3	0	2	3	3	2	3	2	20

TECHNICAL COMPLAINTS													
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	1	0	0	0	0	0	0	1
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	1	0	0	0	0	0	0	1
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	1	0	1
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	2	0	0	0	0	0	1	3

MISC COMPLAINTS													
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0

TOTAL CONTACT	0	1	0	1	5	0	2	3	3	2	4	2	23
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**Complaint Tracking for OK (06/01/2004-05/31/2005). Total Customer Contacts: 23**

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03/21/05	OK VCO Customer called in asking for VCO. Customer Service told them to VCO now but they decided to type instead. Customer said agent goofed up the call till I am really mad about it. I tried 6 times to get her to give me the number i was dialing. I requested VCO when she would not connect me she told me she was hanging up for lack of response. Then she was able to hear me to connect me to your service. I am really mad cuz we have had a heavy rain and i have an enormous roof leak. I apologize to the customer. Customer did not want a follow up.	03/21/05	Talked to agent and she stated when the call came in the VCO was branded. However no one was talking, she then switched the line over to see if the VCO would type and didn't get a response there either. The agent then switched back over to the voice line and still did not get a response. At that time the agent typed this line will now be disconnected due to no response. 3/21/05.

04/08/05	A OK VCO customer called to say that when he received his call and he responded with "hi ga" several times he got no response from the caller and when he ask the agent what was wrong he got no response from the agent. RCS: Apologized for the handling of the call No contact requested	04/08/05	Agent does not remember the call. However, the agent was reminded on the proper VCO procedures. The agent understands. The agent was also reminded of the consequences of purposely disconnecting customers without following Sprint's guidelines for disconnecting non-responsive calls.
04/15/05	OK voice caller gets relay calls often and complained the agent did not announce relay or identify by ID # and caller felt agent was rude. I apologized for the problem, and explained that possibly their caller had requested agent not to do this. Let them know I would inform the agent supervisor for follow up. No contact.	04/19/05	Met with agent stated she was instructed by TDD customer not to announce relay and she did exactly what she was supposed to do. No follow requested.
04/15/05	CA messed up on listening to my messages. I had 4 new messages and didn't get to listen to them and now tried with a different CA and they've been erased. Also I think the CA hung up on me. Apologized for the bad experience and said I would forward to the appropriate supervisor. Customer would like contact by phone number listed with results.	04/25/05	Closing ticket due to unable to contact customer after 3 attempts. 3rd attempt- 4/25/05 11:16am no answer or no ans mach to leave a message. 2nd attempt - 4/21/05 3:45 pm no answer or no ans mach to leave a message. 1st attempt to contact 4/20/05 1:10 pm no answer or no ans mach to leave a message.
04/21/05	OK voice customer calling from 580-658-1170 to 011-44-208-424-0591. She dialed Relay OK number 1 800 522-8506 and reached agent 9245F. When they out dialed they reached a recording that said "we are unable to process your call, pls call customer service" Supervisor tried to override the call but that would not work. Customer said she was able to make this call last week thru relay with no trouble. she is able to make the call with out relay. I apologized to the customer. Customer would like a follow up.	05/13/05	Unable to resolve since this may be a technical trouble with the customer's phone line. Tried to reach customer to inform them that a trouble ticket will be opened. When trying to reach the number, a recording came saying that the number is not in service. Number may have been written taken incorrectly.  Met with agent, she did remember the call, and stated that the customer was trying to place an international call but the system would not allow it to go thru. Agent followed all proper procedures, she even ask a supervisor for assistance, as the customer stated. Contacted customer, and mentioned to them that it may be a technical problem, but she stated that she would call us back so we could submit a trouble ticket at that time.
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05/24/05	VCO customer called in at 406a to state that the previous operator disconnected his call. Apologized for the inconvenience. Would like follow up on the resolution.	05/24/05	Met with agent, did not remember the call. Informed agent on the severity of hanging up on a customer, which can lead up to termination. Customer was contacted regarding resolution.
07/11/04	Customer complained of threatening messages being left on her answering machine. She said she doesn't know anyone that is deaf. She wanted the relay to block her number from receiving calls from this person. I apologized for the problem. I explained what the relay is and does and that we don't keep records of calls made. I suggested she call her local phone company to see if they would be able to help her. I also gave her Sprint's customer service number. She would like a call back.	07/24/04	Called customer and apologized that someone was misusing our service to harass her. Explained services and advised her to contact customer service if she decides to block relay calls.

09/22/04	Likes to call in to compliment CAs, but felt needed to call in about this CA because they couldn't spell anything.	09/22/04	Response: Thank you for bringing this to our attention. I will document this, and I apologize for the inconvenience
10/08/04	OK voice customer frustrated that he regularly dials 7-1-1 from his Cingular wireless phone and reached a speech-to-speech agent instead of a regular relay agent. Customer would like a call back. Trouble Ticket # 2117005 entered.	06/09/05	Emailed Acct mgr for follow up.  Customer is branded as voice. Contacted Customer and told him that he will need to contact Cingular for troubleshooting. This appears to be a LEC transmission issue.
10/16/04	Stated that Relay operators are not properly trained to process calls when he says he's calling from a cell phone. He's a regular relay user and thinks that some operators are good but most are cold, impatient and uncaring. Doesn't like using relay and he doesn't like saying "Go Ahead" stated that it was obvious when he finished speaking. Would like a return call.	10/18/04	Complaint noted. No CA number given. Called 10/11/04-no answer. (9:45a); called 10/15/04-no answer (12:02p); called 10/28/04-no answer. (11:52a)
10/19/04	VCO customer complained about poor spelling by CA on some simple words. Gave several examples. Apologized and thanked the customer for taking the time to call.	10/19/04	Talked to the agent to slow down and take their time when typing. Pace the customer if necessary. Also use the backspace to make corrections.
10/27/04	TTY customer calling to complain about garbled messages. Apologized for the problem and entered a TT# 1002152241.	11/01/04	CA reminded to use proper keys up or down arrow for garbling issues.
10/30/04	I wanted to leave a Happy Birthday msg to my granddaughter and this agent simply could not get the job done even after 3 times. The agent needs more coaching on how to leave VCO voice messages. Thanked the customer for letting us know.	11/01/04	CA was coached on correct procedure leaving VCO voice messages.
12/07/04	Caller said agent was very rude saying "It my turn to talk, Don't Talk!" There were some clicks then operator hung up on customer.	06/01/05	Agent states they do not remember any call with this description and in no way would ever say something as described. Agent is also aware of the consequences of being rude and not following procedure regarding disconnecting a call.
12/09/04	Voice person complained that when he made a call to a tty user, he could hear the CA talking and laughing with another CA and the CA was mocking a deaf person's voice tone while dialing out and was unaware that the voice person could hear everything said while the phone was ringing. Voice person thought it was very inappropriate for a relay employee to be so disrespectful. CA 9646M	12/09/04	Internal Update Performed  Met with agent, but agent did not remember this call. Agent also stated he would not mock a deaf person, nor talk during a call. Let the agent know the severity of this complaint, and coached them to always maintain a professional image on every call, as well as courtesy.



# Relay OK

## June 2004 - May 2005

RECEIVED & INSPECTED

JUN 23 2005

FCC - MAILROOM

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	1	1
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	1	0	0	1
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	1	0	0	0	0	1
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	1	0	1
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	1	0	0	0	1	2
#06	Poor Spelling	0	0	0	1	1	0	0	0	1	0	0	0	3
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	1	1	0	0	0	2
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	1	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	1	0	2	0	1	0	1	0	5
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	1	0	1
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	1	0	0	0	0	0	0	0	1	0	0	2
TOTAL		0	1	0	1	3	0	2	3	3	2	3	2	20

TECHNICAL COMPLAINTS													
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	1	0	0	0	0	0	0	1
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	1	0	0	0	0	0	0	1
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	1	0	1
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	2	0	0	0	0	0	1	0

MISC COMPLAINTS													
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0

TOTAL CONTACT	0	1	0	1	5	0	2	3	3	2	4	2	23
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# Complaint Tracking for OK (06/01/2004-05/31/2005). Total Customer Contacts: 23

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/06/05	CA had many typos and VCO user asked agent to type more accurately. Typing accuracy then got worse. Supervisor apologized for inconvenience and said would pass to immediate supervisor. Customer would like contact by phone number listed.	01/08/05	CA coached by supervisor on proper typing. Contact made 5/18/05. Customer was pleased to receive a call back, and glad the issue is resolved. Apologized to customer once again, and thanked them for their contact. No further communication necessary.
01/21/05	TTY customer stated that the CA stopped responding in the middle of his call. TTY assumed that the CA hung up. This occurred at about 6:38am. Apologized to the customer and said that the situation would be looked into. Customer did not want call back.	01/21/05	Met with CA who remembers a call ending abruptly on the TTY's part. Said that the TTY stopped typing in the middle of a sentence. Told the CA that if this happens again to bring it to the attention of a Team Leader as it may be a technical problem.
01/22/05	1/22/05 at 3:08 pm. Cust stated agent did not follow instructions, he said he told agent not to explain the call and she did not follow his instructions. I apologized for the inconvenience and assured this complaint wld be passed onto the appropriate supv. Wants f/up to nbr listed.	01/28/05	Talked with agent, she stated the cust didn't say that until after she made the first call and the other person hung up. When she was told to redial, that was when he said not to explain the call, however, the outbound person kept hanging up after that. Agent is aware of the importance of following the VCO users instructions. 1/22/05  Called customer 1/24, 1/25 and 1/28 and unable to get in touch and no answering machine or address to follow up with customer.
02/06/05	Last night the voice person I was talking to constantly had the operator ask them to repeat what they said and everytime they asked to repeat the operator laughed. Apologized for the inconvenience. No follow up needed.	02/07/05	I spoke with the CA and she said she did not remember having a call as described. I explained to her that laughing on a call is a serious transparency break and she needs to make sure that she does not laugh while on calls. She said she understands.
02/06/05	The operator has horrible spelling - all of a sudden she slowed down her typing speed and customer had to ask to speed it up again and the operator went back to typing normal. Apologized for inconvenience. No follow up needed.	02/07/05	The agent only remembers slowing down the typing speed at a customers request. They were reminded of the importance of not making changes to the call without the customer's request.
02/10/05	Spelling was lousy and could not understand what CA was typing.	02/11/05	Agent said spelling was good on her end. Agent paid particular attention to spell because when the call came in the VCO user said agent she just had was a lousy speller and could not understand it so agent made sure spelling was good. Reviewed procedures with agent.
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10/19/04	VCO customer complained about poor spelling by CA on some simple words. Gave several examples. Apologized and thanked the customer for taking the time to call.	10/19/04	Talked to the agent to slow down and take their time when typing. Pace the customer if necessary. Also use the backspace to make corrections.
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